

myResource & Safety OnDemand Quick Reference Guide

Find everything you need at the Policyholder Center!
icwgroup.com/pc

Login to myResource and Safety OnDemand

1. Go to myresource.icwgroup.com
2. Enter your **email address** and **password**.
3. If prompted, save your password to your browser.
4. Click **Sign in**.

Open Safety OnDemand

1. Login to myResource.
2. Click **Safety OnDemand** in left menu.

View loss & claim summary reports*

1. Click **Loss & Claim Reports** in the left menu.
Note, may take a moment to load.
2. Click on **Loss Report** to open document.
3. Click **Claims Summary Reports** to expand list.
4. If reports are available, they'll appear.
5. Click to open the individual documents.

Request a previous year's loss report*

1. Click **Loss & Claim Reports**.
2. Click **Request a loss report** and complete the form.
3. Check that the appropriate policy number is listed.
4. Click **Submit Request**. You'll receive the reports within 10 business days.

Forgot your password or password not working?

1. Go to myresource.icwgroup.com
2. Click **Forgot your password?**
3. Enter your registered **Email address**.
4. Click **Reset Password** to get emailed reset link.
5. Open email and click **Reset Your Password**.
6. Enter your new password – keep it secured.

Didn't get a reset password email? Try this...

1. Wait 5-10 minutes in case there's a delay.
2. Check to see if it's in your junk mail.
3. Ensure email address you used was correct.
4. Call myResource support: **877.289.1644**.

Request a new account

Note: You must be an Owner or Officer and have a current workers' compensation policy to request myResource.

1. Go to www.icwgroup.com/myresource
2. Click **Request an Account**.
3. Complete and **Submit** the form.
4. Once account is approved, you'll get registration email within 2 business days.

Register your account

1. Have your policy number handy.
2. Click on registration email link: **Register now!**
3. Enter the 7 digits in the middle of your policy number.
Example: WSD 1234567 07
4. Follow the instructions to create new password. Tips:
 - Make password at least 8 characters long.
 - Use uppercase, lowercase, numbers & special characters.
 - Don't use your name, email or spaces.
5. Read and accept the **Terms & Conditions of Use**.
6. Click **Register my Account**.

Modify or remove user access

1. It's important to modify or remove access if a user changes job roles or leaves your company.
2. Send request to myresource@icwgroup.com

Change your email

1. Login to myResource and click **My Profile**.
2. Click **Change my Email**.
3. Enter your new email address – make sure it's correct!
4. Click **Update Email, OK** and log out.
5. You'll receive email – click **Verify my Email Address**.
6. Enter your password to confirm change.

Change your other information

1. Login myResource and click **My Profile**.
2. Use this form to change your name or password.

Need help? Contact us – 877.289.1644 – myresource@icwgroup.com

We're here to assist you Monday – Friday, 8am – 5pm PT. Closed major business holidays.

* Note: Due to the confidential nature of Loss and Claims Summary Reports, an Owner or Officer of the company will need to provide authorization for this access.